

Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report
Program: PSA 18 - County of Ventura Area Agency on Aging HICAP

From: 07/01/2011 To: 06/30/2012

| Performance Measures (PM) and Benchmarks | | | | | | | | | |
|--|----------------------|----------------------------|--------------|-------------------------------------|---|--|---------------------------------------|---|---------|
| | PM 1.1 | PM 1.2 | PM 2.1 | PM 2.2 | PM 2.3 | PM 2.4 | PM 2.5 | PM 2.6 | PM 2.7 |
| | Clients Counseled | Public and Media Events | All Contacts | Persons Reached at PAM Events | Contacts w/ Medicare Beneficiaries Due to Disability | Contacts w/ Low Income Beneficiaries | Enrollment/ Assistance Contacts | Part D Enrollment/ Assistance Contacts | FTE |
| Current Results | 2,145 | 209 | 11,075 | 13,695 | 1,661 | 2,211 | 3,026 | 2,750 | 13.53 |
| CDA Established Benchmark | 1,911 | 249 | 8,156 | 28,058 | 503 | 824 | 2,776 | 1,600 | 1.50 |
| Needed to Reach Benchmark | -234 | 40 | -2,919 | 14,363 | -1,158 | -1,387 | -250 | -1,150 | -12.03 |
| % Above or Below Benchmark | -12.24 | 16.06 | -35.79 | 51.19 | -230.22 | -168.33 | -9.01 | -71.88 | -801.77 |
| Results for Same Time Last Year | 2,513 | 167 | 14,204 | 17,013 | 1,701 | 3,173 | 3,744 | 3,327 | 16.79 |
| | | | | | | | | | |
| Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice | | | | | | | | | |
| Current Attainment | | | 100.3 | 124.1 | 122.5 | 98.3 | 27.4 | 24.9 | |
| CMS Mimimum Attainment | | | 37.1 | 35.6 | 41.5 | 46.8 | 25.5 | 14.2 | |
| CMS Exemplary Attainment | | | 76.1 | 201.0 | 96.1 | 130.2 | 53.0 | 39.9 | |